



# MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC # 114-2016

## LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: March 11, 2016

SUBJECT: Tyler ERP and Permitting Project Status

The purpose of this Letter to Commission is to provide an update on the status of the project to replace the current enterprise resource planning ("ERP") system, known as Eden, and the City's permitting and licensing system, known as Permits Plus.

### Background

The City implemented the currently used ERP System in October, 2004. At the time, the Eden ERP system integrated and provided necessary functionality across many of the City's core business processes, including Finance, Budget, Procurement and Human Resources. However, the system is now more than 10 years old and has not kept pace with the functional requirements of the City. Additionally, Tyler Technologies informed the City that the Eden ERP system has reached "End of life" status. Tyler indicated that it will continue to support Eden in its current state, but will no longer dedicate development resources to achieve any significant improvements to its functionality. Eden is also not integrated with the City's Geographic Interface System (GIS).

Permits Plus, the City's permitting system is not integrated with EDEN. This lack of integration requires staff to perform double entries to balance the financial ledgers for financial transactions related to permits and licenses. This lack of integration requires that staff look in separate systems for payment information and status.

On October 10, 2014, the City Commission approved and authorized the City to execute an Agreement with Tyler Technologies, Inc., to replace the City's current enterprise resource planning ("ERP") system, known as Eden, and the City's permitting and licensing system, known as Permits Plus. The replacement of these systems is a key part of the Administration's goal of re-engineering core business process to maximize efficiencies and service to constituents, as well as improve internal controls.

### Current State

Energov changes the way the City interacts with citizens, visitors, businesses, contractors, and more when it comes to permitting, land management, code compliance, and licensing. Departments that are directly affected include Building, Planning, Customer Service, Public Works, Code Compliance, TCED, and the City Clerk. The City is working closely with Tyler and integrating the functionality of the credit card processor that currently works with Permits Plus to enable Energov to be able to take credit cards for permits online at go live. The

new Energov system will also feature a modern interface that will allow inspections to be set up online. This new interface is known as the Citizen Access Portal (CAP). Citizens and contractors can use their smartphones, tablets or computers to schedule inspections or view inspection results for all their permits when they log into the CAP with their username and password. Permits Plus, the current system, uses only an Interactive Voice Response (IVR) system to schedule inspections using dial tone and the telephone's numeric keypad. In order to account for the few people that may not be able to use the modern graphic interface, an IVR system will also be available with the new Energov system. To use Energov's IVR, instead of the CAP, each permit will require a unique Personal Identification Number (PIN).

Munis will change how the City deals with vendors and citizens by making more information and interaction available via online portals. For example, vendors will be able to update and maintain critical information via Vendor Self Service (VSS), thus improving the accuracy of the information and reducing the amount of time staff spend entering and correcting this information. Departments have also streamlined their processes prior to implementing them in Munis so that the new system improves the speed and accuracy of the many tasks performed by the departments directly affected. These departments include Finance, Capital Improvements, Budget and Procurement.

In order to ensure that our citizens, customers, and staff are ready for the new changes, we have moved the go live date for the first phase to May 2, 2016 for both Munis and Energov. In preparation for the rollout, the City is launching a communication campaign that will include the following to assist contractors, citizens and vendors sign up and use the many new and improved features of the systems:

- Signage in affected departments
- Mailers to vendors and contractors
- public meetings to address concerns
- additional temporary staff assisting the public

These systems are used to manage many of our day-to-day operations and City staff is working diligently to configure and test as much as possible in order to minimize the number of issues that we will encounter when the systems go live.

Please contact me if you have any concerns or require additional information.